

# Student Handbook

Certificate IV in Training and Assessment (TAE40116)

Certificate IV in Work Health and Safety (BSB41419)

Provide First Aid (HLTAID003)



Your union providing professional courses for  
nurses, midwives and personal care workers  
[anmfvic.asn.au/education](http://anmfvic.asn.au/education)





# Student Hub



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# Welcome to the ANMF (Vic Branch) Education Centre

ANMF (Vic Branch) Education Centre is a Registered Training Organisation (RTO 22609) offering a range of training that includes courses resulting in Nationally Recognised Qualifications and continuing professional development seminars and workshops.

It is important to us that you have a valuable experience during your study and that you get the most out of your time.

Our goal is to support you to achieve your goals and successfully complete your course of study.

Please read the information contained in this handbook and use the support services offered to meet your study goals.

We wish you every success with your study and hope you enjoy your time at the ANMF (Vic Branch) Education Centre.



# About us

The ANMF (Vic Branch) is the union for nurses, midwives and personal care workers.

As Victoria's largest organisation representing nurses and midwives we understand your professional obligations and responsibilities.

Our education centre delivers high quality and affordable training and education for registered nurses, enrolled nurses, midwives, personal care workers and students. We offer a comprehensive professional development program of face-to-face courses, seminars and workshops to refresh your skills and knowledge and improve your professional practice.

## Nationally recognised training

As a registered training organisation we offer nationally recognised courses in Certificate IV in Training and Assessment (TAE40116), Certificate IV in Work Health and Safety (BSB41419) and Provide First Aid (HLTAID003).

## Non-accredited training

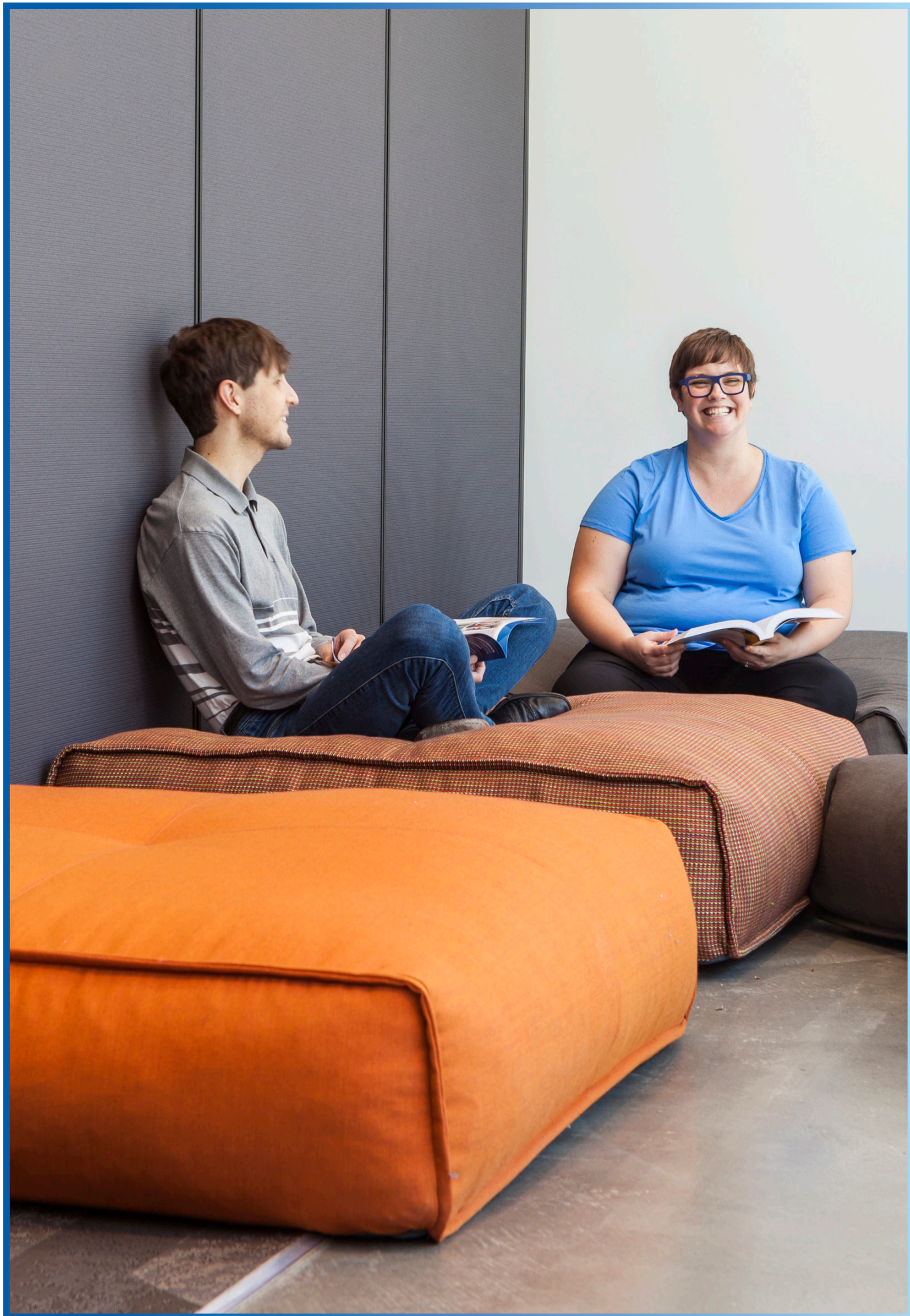
We also offer non-accredited courses seminars and workshops for continuing professional development. Interactive courses and workshops are offered virtually and from our education centre. In addition, we offer more than 30 online modules via our CPD Portal. Members receive annual \$400 credit (20 hours) for online ANMF (Vic Branch) CPD Portal modules and case studies. Parental leave members receive \$120 credit. Students and associate members receive \$80. Credit is renewed every July\*.

Experienced educators with relevant professional knowledge and experience develop and deliver all of our training and education. Our new state of the art nursing laboratories and classrooms provide exceptional opportunities for integrated practical, clinical and theoretical learning. You'll also have access to our specialty library, study hub, bike storage and end of trip facilities.

We are located at 535 Elizabeth Street, Melbourne near the Queen Victoria Market and close to trains and trams.









# How to read this handbook?

This handbook has been designed to reflect the Learner's Journey; under each section you will find relevant information about your course and ANMF (Vic Branch) Education Centre, its facilities, resources and student services.

Throughout the handbook you will find plain and simple explanations of key policies and procedures, these have been highlighted for your quick and easy reference.

A full list of ANMF (Vic Branch) Education Centre policies and procedures can be located online at:

[anmfvic.asn.au/educationcentre#policies](http://anmfvic.asn.au/educationcentre#policies)

## Each section is your road map to...



Course information



Enrolment



Facilities and learner support



Training and assessment



Completion

# Course information

## Certificate IV in Training and Assessment (TAE40116)

Education in health is a growing industry, and experienced nurses, midwives and personal care workers wanting to step into an educational role in their workplace often require a formal qualification.

The Certificate IV in Training and Assessment is the core qualification for employment in the vocational education sector and increasingly required in health education.

The ANMF (Vic Branch) Education Centre is pleased to be able to offer health professionals a bespoke health focused training and assessment qualification.

This purpose-built course has been contextualised to reflect the healthcare sector, preparing graduates for current industry demands. It includes quality and experienced teaching and support staff, materials, modern facilities with clinical simulation, well-equipped classrooms, and computer laboratories and an extensive library.

If you already hold a Certificate IV in Training and Assessment you may be required to apply for recognition of prior of learning (RPL) and/or undertake gap training to gain the new qualification.

This course requires access to a computer with Internet access to submit assessments and download resources.

### Entry requirements:

Individuals must be able to demonstrate vocational competency in their proposed teaching and assessing area. This includes holding a relevant qualification and/or demonstrating broad industry knowledge and experience.

### Amount of Training

Training occurs across 30 weeks and learners undertake up to 442 hours of learning and assessment activities. This decision is based on:

- **Learner's skills and knowledge:** most learners have vocational competencies and are employed.
- **Learner's experience:** understanding of the nursing sector
- **Mode of delivery:** 22 face-to-face workshops, simulated and real workplace environments.
- **Support services:** each learner has access to support services based on their individual needs, ranging from one-on-one support, make up classes, flexible financial agreements and/or additional learning support for digital literacy.

Please see '**Delivery and assessment matrix**' on page 10 for detailed information.



## Employment pathway:

- Clinical nurse educator
- Clinical facilitator
- Trainer and assessor / nurse educator (RTOs and TAFEs)
- Clinical teacher (hospital-based)
- Clinical placement officer and coordinator

## Further study pathways:

- TAE50116  
Diploma of vocational education and training
- TAE50216  
Diploma of training design and development

## Core Units

1. TAEASS401  
Plan assessment activities and processes
2. TAEASS402  
Assess competence
3. TAEASS403  
Participate in assessment validation
4. TAEASS502  
Design and develop assessment tools
5. TAEDEL401  
Plan, organise and deliver group-based learning

6. TAEDEL402  
Plan, organise and facilitate learning in the workplace
7. TAEDES401  
Design and develop learning programs
8. TAEDES402  
Use training packages and accredited courses to meet client needs
9. TAEELN411  
Address adult language, literacy and numeracy skills

## Elective Units

10. TAEDEL404  
Mentor in the workplace

## Delivery sequence

You will learn all about training and assessing in the VET sector across three learning blocks, your learning will take place in the following sequence:

### LEARNING BLOCK **A**

You will be introduced to foundations of vocational education in Australia and competency-based assessment



### LEARNING BLOCK **B**

You will discover how to design training to best support your learners, including how to address language, literacy, and numeracy (LLN) requirements



### LEARNING BLOCK **C**

You will develop the skills and knowledge you need to deliver training, be an effective mentor and how best to support and facilitate learning in the workplace

## What happens if you discontinue your course?

The ANMF Certificate IV in Training and Assessment (TAE40116) course includes clustering for delivery and assessment purposes. So your summative assessments do not always correlate with the learning block you may be studying.

This means your assessments for each unit may be spread across the course.

Should you for some reason discontinue your course, ANMF is committed to assisting you, where possible to exit the course with the opportunity to have as many units of competency successfully completed. Because the course is holistic in nature, there is a chance although you've studied a unit of competency, you may not always receive a statement of attainment containing that unit, as you may not have completed all the assessments required for that particular unit. However, if you can submit or work with our assessors to complete the required assessments we will endeavour to assist you with this.

If you decide to re-enrol into this course, you will need a statement of attainment (to avoid re-doing units you have completed).



## Duration and delivery mode

The course duration is 30 weeks and it is delivered via a blended strategy. Throughout the course, you will be required to undertake a combination of structured face-to-face workshops for learning and assessment and guided independent study.

This course comprises of 22 face-to-face workshops.

## Workplace opportunities

The course requirements include opportunities for learning and assessment to occur in the workplace as well as in clinical simulation. If you have real vocational learners in the workplace, you can conduct work-based learning with these learners or build a mentoring relationship. This will be advantageous towards your learning. However, not having this option will not create a barrier to successfully

completing your course because ANMF (Vic Branch) Education Centre has arrangements in place to ensure each learner receives quality education and assessment opportunities through this course.

## Clinical simulation

Participants of the course will be encouraged to practice and undertake assessments in the simulated environment because it prepares individuals for industry demands.

## Delivery and assessment matrix

Unit code	Unit title	Total weeks	Face to Face workshop hours <sup>1</sup>	Pre-reading and online learning hours <sup>2</sup>	Supervised study hours <sup>3</sup>	Total hours
TAEDES402	Use training packages and accredited courses to meet client needs	2	14	4	16	34
TAEASS401	Plan assessment activities and processes	9 (+3)	63	16	80	159
TAEASS502	Design and develop assessment tools					
TAEASS402	Assess competence					
TAEASS403	Participate in assessment validation					
TAELLN411	Address adult language, literacy and numeracy skills	2	14	4	16	34
TAEDES401	Design and develop learning programs	2 (+1)	14	4	32	50
TAEDEL401	Plan, organise and deliver group-based learning	7 (+4)	49	12	104	165
TAEDEL402	Plan, organise and facilitate learning in the workplace					
TAEDEL404	Mentor in the workplace					
<b>Total hours</b>			154	40	248	442
		<b>30 weeks</b>	<b>22 days</b>			<b>442 hours</b>

1 Face-to-face training and assessment conducted in the classroom and nursing lab during workshops (7 hours per day)

2 Pre-reading and online learning hours including research

3 Research, revision and additional time estimated for assessment preparation under trainer supervision



## Certificate IV in Work Health and Safety (BSB41419)

Healthcare is a high-risk industry that requires leadership and guidance in managing health and safety within the workplace. The ANMF (Vic Branch) Education Centre, in conjunction with WorkSafe Victoria, is pleased to be able to offer the BSB41419 Certificate IV in Work Health and Safety (WHS). This qualification will equip health care workers with the underpinning knowledge and skills required to manage and monitor safe work practices across our health care settings.

This course will provide you with an understanding of the relevant legislation and assist you with implementing workplace strategies to meet and comply with legislative requirements within the workplace.

On completion of this course you will have the knowledge and skills to identify hazards and perform risk assessment and risk control through workplace monitoring, this includes ongoing review and evaluation of control measures.

The course embeds the concepts of consultation, cooperation and coordination alongside implementation and monitoring of WHS policies and procedures in the management of all WHS systems. You will also be provided with the opportunity to enhance your ability to assist others with fulfilling their own roles and responsibilities to ensure health and safety in the workplace for everyone.

### Entry requirements:

There are no formal entry requirements however the participants will require access to a workplace in order to complete some assessments. A simulated workplace will be accessible by participants if they are unable to complete their assessments in their workplace.

This course will commence via virtual classes (Zoom) until such time as social distancing restrictions are lifted. At that point, some classes may move to our traditional face-to-face delivery of classes.

You will require access to a computer with internet to attend this course.

### Employment pathway:

- Occupational Health & Safety (OHS) Officer
- OHS Technician
- WorkCover Inspector
- Return-to-work Coordinator

### Further study pathways:

- BSB51319 Diploma of Work Health and Safety

## Amount of Training

Training occurs across 30 weeks and learners undertake up to 450 hours of learning and assessment activities. This decision is based on:

- **Learner's skills and knowledge:** most learners have vocational competencies and are employed.
- **Learner's experience:** understanding of the health sector
- **Mode of delivery:** 20 face-to-face workshops, simulated and real workplace environments.
- **Support services:** each learner has access to support services based on their individual needs, ranging from one-on-one support, make up classes, flexible financial agreements and/or additional learning support for digital literacy.

Please see '**Delivery and assessment matrix**' on page 13 for detailed information.

## Core Units

1. BSBWHS412  
Assist with workplace compliance with WHS laws
2. BSBWHS413  
Contribute to implementation and maintenance WHS consultation and participation processes
3. BSBWHS414  
Contribute to WHS risk assessment

4. BSBWHS415  
Contribute to implementing WHS management systems
5. BSBWHS416  
Contribute to workplace incident responses

## Elective Units

6. BSBWHS417  
Assist with managing WHS implications of return-to-work
7. BSBWHS431  
Develop processes and procedures for controlling hazardous chemicals in the workplace
8. BSBCMM401  
Make a presentation
9. BSBWHS512  
Contribute to managing work-related psychological health and safety
10. BSBRES411  
Analyse and present research information

## Delivery sequence

The units will be delivered following the logical flow of

- implementing WHS processes in the workplace
- understanding of WHS and WHS legislation,
- policies and procedures
- recommended systematic approach to managing WHS matters

The assessments also follow a logical order, assessing essential knowledge requirements early on, and then testing that knowledge through skills practice in later assessments.

## What happens if you discontinue your course?

Should you for some reason discontinue your course, ANMF is committed to assisting you, where possible to exit the course with the opportunity to have as many units of competency successfully completed.

If you decide to re-enrol into this course, you will need a statement of attainment (to avoid re-doing units you have completed).

## Workplace opportunities

There are opportunities for you to conduct assessments in your own workplace if your workplace will provide you with access to the resources required to complete the practical assessments. However, not having this option will not create a barrier to successfully completing your course because the ANMF (Vic Branch) Education Centre includes a simulation centre, with opportunities for you to complete assessments in this environment.

## Delivery and assessment matrix

Unit code	Unit title	Total delivery hours	Classroom hours <sup>1</sup>	Independent work (including online learning) <sup>2</sup>	Assessment completion <sup>3</sup>
BSBWHS412	Assist with workplace compliance with WHS laws	40	21	7	12
BSBWHS413	Contribute to implementation and maintenance WHS consultation and participation processes	40	14	14	12
BSBWHS414	Contribute to WHS risk assessment				
BSBWHS415	Contribute to implementing WHS management systems				
BSBWHS416	Contribute to workplace incident response	50	21	17	12
BSBWHS417	Assist with managing WHS implications of return-to-work				
BSBRES411	Analyse and present research information				
BSBWHS431	Develop processes and procedures for controlling hazardous chemicals in the workplace	50	21	17	12
BSBWHS512	Contribute to managing work-related psychological health and safety				
BSBCMM401	Make a presentation				
<b>Total hours</b>		<b>450</b>	<b>189</b>	<b>141</b>	<b>120</b>

1 Face-to-face training and assessment conducted in the classroom or via zoom and simulations (7 hours per day)

2 Pre-reading and online learning hours including research

3 Research, revision and additional time estimated for assessment preparation under trainer supervision







## Provide first aid (HLTAID003)

The ANMF (Vic Branch) Education Centre is pleased to offer this course to members and non-members who work within the nursing, health and aged care sectors.

The course is designed to demonstrate competence and confidence in recognising and responding to various emergency situations.

This course aligns with best practice and follows the Australian Resuscitation Council Guidelines.

This course requires access to a computer with Internet access to submit assessments and download resources.

### Entry requirements:

Satisfactory completion of a language, literacy and numeracy assessment.

### Employment pathway:

- First Aid Officer roles in the workplace
- First Aid Volunteer roles at sporting and other public events

### Further study pathways:

- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID006 Provide advanced first aid

### Core Unit

1. HLTAID003  
Provide first aid

### Workplace opportunities

If you have real vocational learners in the workplace, you can conduct work-based learning with these learners or build a mentoring relationship. This will be advantageous towards your learning.

### Workplace opportunities continued

However, not having this option will not create a barrier to successfully completing your course because ANMF (Vic Branch) Education Centre has arrangements in place to ensure each learner receives quality education and assessment opportunities through this course.

### Clinical simulation

Participants of the course will be encouraged to practice and undertake assessments in the simulated environment because it prepares individuals for industry demands.

### Duration and delivery mode

The course is delivered over one day following completion of a mandatory prerequisite, comprised of pre-reading and successful completion of an online test. These two activities may take between 3 and 5 hours.

Delivery will be via a structured learning program incorporating facilitated training sessions, online learning, small group work, role plays, discussion and activities, trainer led practical skill demonstration and simulated-based assessments.





## Enrolment process

The enrolment process allows the Education Centre to collect accurate and true information on individual participants and their programs of study. This information enables us to plan resources and to help identify the learning needs of each participant. Filling out the enrolment form will also ensure that state and federal government regulatory requirements are met. Completion of the enrolment form is compulsory.

## The five steps to enrolment:

1

Once you've made an informed decision please complete the application for enrolment form via ANMF Website. Please make sure you have your USI (unique student identifier) and that you attach relevant supporting documentation.

2

You will receive acknowledgment of receipt once you've submitted your application via email. You will also receive a request to complete pre-training review (which includes our pre-training questionnaire and LLN assessment).

3

Following completion of your pre-training questionnaire and LLN assessment, you will be contacted by one of our trainers for a brief pre-training interview and discussion.

4

Based on the outcome of your pre-training review, the trainer will assess whether you have selected a suitable and appropriate qualification to meet your study goals. They will also make sure you have been assigned adequate learning support, as required.

5

You will receive a letter of offer if you are accepted into the program. With this offer, you will also receive an acceptance form. If you choose to accept the offer, you will be required to pay the commencement deposit with a signed and dated copy of the acceptance form. If you are for some reason not offered a place in the program, you will receive a letter outlining the grounds for this decision.

# Unique Student Identifier (USI)

From 1 January 2015, if you are undertaking nationally recognised training, you will need to have a unique student identifier (USI).

A USI gives you access to your online USI account which is made up of 10 numbers and letters. It will look something like this: 3AW88YH9U5.

USI allows learners to have easy access to their training records and results via a secure online database.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

If you do not already have a USI when you apply for enrolment with ANMF (Vic Branch) Education Centre, then you should go to <http://usi.gov.au/create-your-USI/Pages/default.aspx>

and follow the prompts to create your USI.

# Pre-training review

Before we make you an offer to enrol in your course, ANMF (Vic Branch) Education Centre is required to conduct a review of your current competencies, including your language, literacy and numeracy (LLN) skills.

The purpose of this review is so we can ensure you are enrolled in the most appropriate course to achieve your intended outcomes.

Results from the review will also assist us to assess your suitability to undertake the course. Please provide open and honest answers when participating in your pre-training review, as this will help to identify any credit or recognition for your previous study and better enable us to provide you with necessary learner support to successfully complete your study.

Participation in the pre-training review process is required prior to enrolment in training. We understand that learners have different learning styles, characteristics and needs. You can discuss your preferred learning style and needs during your review or with your trainer upon commencement. This provides us with insight into how you can make the most of your studies with us and how we can best support you during your study.





### Medication History Record

Name: \_\_\_\_\_

Reference Record #: \_\_\_\_\_ Tel: (home) \_\_\_\_\_ (Mobile) \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Insurance: \_\_\_\_\_ Gender: ☐ Male ☐ Female

Medication history (List all medications used in the last 12 months, including over-the-counter medications, herbal supplements, and vitamins)

Source of Medications:  
☐ local pharmacy ☐ mail order  
☐ samples ☐ from family  
☐ other (Provide details) \_\_\_\_\_

Any Cost Issues\*: ☐ No ☐ Yes

Any Accessibility Issues\* \_\_\_\_\_

Medication storage location \_\_\_\_\_

Are the containers labeled \_\_\_\_\_

Are they accessible to child \_\_\_\_\_

Are expired medications disposed \_\_\_\_\_

\* Include any notes additional information \_\_\_\_\_

### Current Prescription Medications Used

Dosage	Frequency	Taken last on?	Taken regularly?	Allergies
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		

# Selection criteria

The ANMF (Vic Branch) Education Centre requires applicants for this program to undergo an admissions process that incorporates principles of access and equity.

Applicants must:

1. Demonstrate vocational competency in their proposed teaching and assessing area\*
2. Demonstrate through the pre-training review (PTR) process (which includes LLN assessment) sufficient language, literacy and numeracy (LLN) skills to:
  - access and interpret procedural and compliance documentation
  - complete workplace documentation accurately using appropriate language and following organisational requirements
  - communicate information and process requirements clearly, using techniques appropriate to the audience and environment
3. Demonstrate through an interview with a trainer and assessor and as part of the process, adequate digital literacy and an aptitude to undertake the course.

\* Applies only to Certificate IV in Training and Assessment (TAE40116)

# Fees, charges and refunds

Fee schedule offered:

	<b>Course</b>	<b>Government subsidised* (student contribution)</b>	<b>Full Fee</b>
<b>ANMF member</b>	BSB41419 - Certificate IV in Work Health and Safety	\$75.00	\$3,000.00
	TAE40116 - Certificate IV in Training and Assessment	\$1,225.00	\$3,500.00
	HLTAID003 Provide first aid	N/A	\$200.00
<b>Non ANMF member</b>	BSB41419 - Certificate IV in Work Health and Safety	\$375.00	\$3,300.00
	TAE40116 - Certificate IV in Training and Assessment	\$1,525.00	\$3,800.00
	HLTAID003 Provide first aid	N/A	\$280.00

Fees includes all study materials

\* Victorian government funding is through Skills First Program.

Individuals that do not hold AQF Level 4 Certificate (e.g. certificate III or hospital trained health/aged care professionals) are strongly encouraged to apply for subsidy. Further eligibility criteria apply.

Note: a minimum deposit of \$1000 is required upon enrolment into the course.

The student tuition fees as published are subject to change given individual circumstances at enrolment.

## Additional charges

There are additional charges that may be applicable in regard to the following:

<b>Re-enrolment fee</b>	\$100.00
<b>Replacement certificate or statement of attainment</b>	\$50.00
<b>RPL (per unit of competency)</b>	Subject to preliminary assessment
<b>Further study per unit</b>	Same as at time of enrolment



## What do fees cover?

Course fees include the cost of all tuition and compulsory training and assessment materials.

Any optional textbooks and materials that may be recommended but not required for completion of the course are generally available through the ANMF (Vic Branch) library and are not included in course fees.

Learners wishing to obtain their own copy of these texts must do so at their own expense.

## Late payment

Upon commencement you owe the total course fees payable. You are liable to pay your fees on or before the due dates set out in your fee schedule.

In the event of late payment (7 days after any of the agreed due dates set out in the fee schedule), ANMF (Vic Branch) Education Centre reserves the right to suspend training services until payment is made, to bring fees up-to-date. Non-payment of tuition fees may lead to the cancellation of your enrolment.

If you are experiencing financial hardship you must contact the education centre as soon as possible to discuss alternative arrangements for payment and your continuation in the program.

## Refunds

In the unlikely event that ANMF (Vic Branch) Education Centre cancels a course you will receive a full refund or the option to transfer to a later course.

If you cancel your course or choose to withdraw the following will apply:

- a) Over 7 days notification before course commencement, full refund (less 10% administrative fee)
- b) Less than 7 days notification before course commencement, no refund will apply\*
- c) During the course, refund is based on withdrawal date \*\*

\* If there are mitigating circumstances (medical or other emergency) please contact ANMF (Vic Branch) Education Centre in writing by completing the course withdrawal form and sending it via email to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au)

Please note supporting documentation will be required. Refund applications related to special consideration will be assessed only by the Education Centre Manager, once all paperwork is received. The learner will be notified in writing of the outcome within 5–10 working days. Should the refund be approved, fees will be paid directly to the person who initially paid the fees unless authorisation is provided.

If the refund is not approved, the option of lodging a formal complaint or appeal is available and will be handled in accordance to the complaints and appeals policy.

Please note the terms and conditions of enrolment and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.

\*\* subject to withdrawal date and availability of unspent prepaid tuition fees

# Regulatory compliance and governance

ANMF (Vic Branch) Education Centre is required to comply with relevant Commonwealth and State legislation.

We are regulated by Victorian Registration and Qualifications Authority (VRQA) who is responsible for ensuring that providers of education and training meet quality standards, and that information is readily available to support informed choice in education and training.

ANMF (Vic Branch) Education Centre adheres to a number of policies and procedure which guide our operating principles. In accordance with our policies, learners have rights and obligations in addition to the education centre meeting its obligations in delivering education services.

Key information has been highlighted in this section. For more information on regulatory compliance and governance, please review ANMF (Vic Branch) Education Centre's website: [anmfvic.asn.au/education](http://anmfvic.asn.au/education)



# Education centre obligations

ANMF (Vic Branch) Education Centre is committed to providing a safe environment that is free from unlawful behaviour. Our policies aim to ensure ANMF, its employees and learners take responsibility for creating an environment which fosters mutual respect and relationships free from discrimination, harassment and bullying.

## Access and equity

ANMF (Vic Branch) Education Centre fosters equality and access in a training environment that is fair and conducive to learning at all levels. All ANMF (Vic Branch) Education Centre staff are aware and have an understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with learners and other staff.

## Equal opportunity

ANMF (Vic Branch) Education Centre staff ensure the environment is free of any discrimination towards any group or individual in any form. Education Centre staff make best efforts to provide assistance and support services to those learners with individual needs, including special needs or those facing learning difficulties. While every effort to accommodate the special needs of individuals are made, should an individual be at risk of not meeting the inherent requirements (fundamental parts of a course) that must be met by all learners in order for them to be deemed competent, even with adjustments, this would compromise the learning outcomes.

On this basis the individual may be required to discontinue the program and transfer their enrolment or another provider or seek additional support services.

## Sexual harassment

ANMF (Vic Branch) Education Centre actively supports and advocates for the rights of ANMF staff and learners to work and train in an environment free from sexual harassment in the workplace and training environment. We are committed to an environment which does not tolerate sexual harassment.

The education centre provides a clear and prominent message through its induction, policies and procedures, specifically addressing sexual harassment to notify all staff and learners sexual harassment will not be tolerated and informs them of the necessary steps of how to report sexual harassment if it occurs.

If you experience any form of harassment, we encourage you to speak with your trainer or contact the Education Centre Manager immediately. Any matters relating to harassment are dealt with sensitivity and confidentiality, and in accordance with the complaints and appeals policy.

## Smoking

ANMF (Vic Branch) Education Centre building is smoke-free area, this includes all outdoor areas including the student balcony (both uncovered and covered) and within 4 metres of building entrances.



## Occupational health and safety (OH&S)

ANMF (Vic Branch) Education Centre ensures learners, visitors, staff and others are safe from injury and risk to health and safety while on our premises in line with the occupational health and safety legislation and policy. Trainers, assessors and learners must observe safety requirements and wear specified clothing, personal protective equipment (PPE) and footwear and during laboratory sessions to ensure safety. Learners may be refused entry to a class if they are not wearing the appropriate clothing and footwear or fail to abide by existing policies. Any incidents must be reported to your trainer and/or another ANMF staff member as soon as practicable for proper course of action. Any OH&S related incidents will be reported and recorded in the incident register. If you identify any hazards or risks, you are required to report this to your trainer or another ANMF staff member.

## Complaints and appeals

You have the right to lodge a complaint or appeal to have any concerns or grievances addressed during your studies. This includes lodging an appeal against any decisions made by ANMF (Vic Branch) Education Centre. More information about accessing the policy has been provided under training and assessment section of this handbook.

## Promotional activities

You may be requested to participate in marketing and promotional activities that involve current learners.

If you are you will be given a release form seeking your consent. However, should you not want to participate or you change your mind, you have the option to decline or withdraw consent.

## Accessing records

You can access your own training records during business hours by making a formal request in writing via email to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au). Proof of identity may be required. Requested documents will be supplied within 5 -10 working days.

Please note records that have been securely archived may take up to 20 working days. No other person or third party has access to student records without the written authorisation or consent of the student.

# Student obligations

## Communication

The education centre often communicates with learners via email, the email address you nominate during the enrolment process will be used to disseminate important information about your course. You should check your personal email and view the learning management system on a regular basis for any important notices about policy updates, course announcements etc.

You should direct all written correspondence to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au).

You are welcome to speak with ANMF staff members to seek assistance, however meeting with the Education Centre Manager is generally by scheduled appointments only.

## Changes to personal details

Please notify us if your name, address, phone number, email or other relevant details changes at any time during your study. This ensures that you receive important correspondence in time and that we can contact the appropriate person in case of an emergency.

## Student code of conduct

**ANMF (Vic Branch) Education Centre is committed to:**

- providing a supportive and encouraging learning environment
- promoting a climate conducive to effective learning
- conducting training in a professional and ethical manner.

**ANMF (Vic Branch) Education Centre trainers are committed to:**

- treating all learners with respect and courtesy
- ensuring all learners are treated equally and fairly
- maintaining currency in their vocational field of expertise and training and assessment practices.

**Learners are expected to:**

- maintain appropriate standards of conduct at all times, whether attending an education centre training venue or representing the education centre in any capacity
- display a commitment to learning and to achieving success
- be responsible and accountable for their own learning, behaviour and decisions
- actively participate in all activities and learning experiences
- maintain satisfactory attendance and course progress
- work in harmony and respect the rights and opinions of staff and other learners
- treat others as they themselves would like to be treated

## Respect for others

All staff and learners are expected to treat others, including their peers, work colleagues, external organisations and members of the community with fairness and respect.

This involves:

- courtesy and responsiveness in dealing with others
- being sensitive to and respecting the rights and dignity of others
- making reasonable, fair and consistent decisions
- avoiding behaviour which might reasonably be perceived as harassment, victimisation or intimidation
- avoiding discrimination on grounds such as age, race, sex, pregnancy, sexuality, ethnic background, nationality, disability, political conviction, religious belief, or other grounds covered by relevant legislation
- allowing alternative points of view to be expressed and reasonably debated
- refraining from mobile phone use during class.

As a student of ANMF (Vic Branch) Education Centre, you are required to comply with the Student Code of Conduct at all times. In addition, ANMF (Vic Branch) members are required to adhere to member policies and procedures. These policies are accessible via the member portal. You are reminded that the following may be considered breaches under the code:

- taking photographs or filming other participants or staff without their permission would be viewed as a breach of their privacy. This also includes posting on Facebook and other social media
- recording conversations or facilitator presentations without permission would be a breach of privacy, and may also contravene intellectual property rights
- failing to adhere to safety requirements, procedures and policies
- contravening copyright legislation
- engaging in discriminatory behaviour.



## Breach of the Student Code of Conduct

It is critical that all learners study in a supportive and safe environment.

Trainers must be able to deliver courses within an environment that is conducive to learning and where all learners are treated fairly. Learners who are disruptive or demonstrate threatening or bullying behavior towards other learners or trainers will be in breach of the code of conduct.

The ANMF (Vic Branch) Education Centre reserves the right to refuse enrolment and/or remove any learners from class in accordance with the student code of conduct policy.

Consumption of alcohol and illegal drugs is not permitted on campus (or prior to attending workshops). A student found to be intoxicated or under the influence of alcohol or drugs will be immediately asked to leave the premises.

If in breach of the code of conduct, learners will be sent a written letter outlining the breach and the proposed course of action. In most cases, learners will be invited to attend a meeting to discuss the findings and proposed course of action. The student can choose to bring a support person along.

If the breach continues, the student will be sent a subsequent letter which may or may not lead to cancellation of enrolment. Following further breaches, and/or where the student's conduct has not improved, their enrolment will be cancelled in accordance with discontinuation of enrolment policy. Students have the right to lodge a complaint or appeal at any time during this process.

## Academic conduct

Learners at ANMF (Vic Branch) Education Centre are expected to maintain the highest standards of academic conduct. Should any learner engage in academic misconduct by, for example, making copies of assessment materials without permission, copying other learners' work or presenting work prepared by someone else as their own, they will risk being subject to a disciplinary process, consistent with the academic conduct policy. Each case relating to alleged misconduct will be handled in accordance with principles of procedural fairness.



## Waste management

ANMF (Vic Branch) is committed to best practice in sustainability. As a learner at our education centre, you can help keep our building green and maintain our green star rating by following our waste management system.

You will notice we offer a variety of bins which help to reduce landfill, increase opportunities to recycle a range of waste products and make compost from organic waste. If you are unsure, please speak to an ANMF staff member for further assistance.

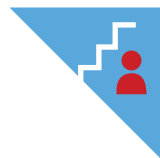
# Facilities and learner support

ANMF (Vic Branch) Education Centre provides an engaging, positive and productive learning experience. We work closely with professionals in the education field and industry to ensure quality, innovation, and best practice.

We consult our learners to understand their learning needs, gain feedback so we can ensure our graduates develop knowledge and skills as required by the industry. We actively engage our learners in the learning process to provide a professional and valuable experience.

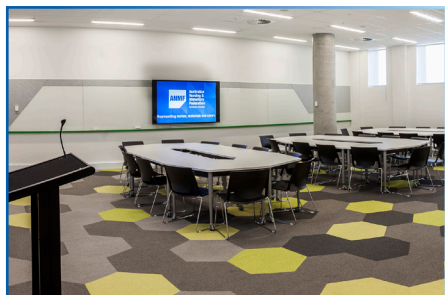




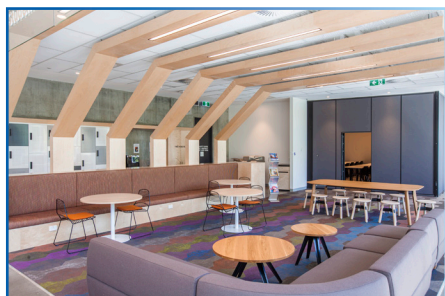


# ANMF building

We are located at 535 Elizabeth Street, Melbourne. The building spans 10 levels and features including but not limited to a state-of-the-art educational facility, which includes a 400-seat auditorium, a dedicated student hub, collaboration space and end of trip facilities and a café.



## Training facilities



**Classrooms.** There are a range of training and learning resources available in our modern and impressive classrooms. They are spacious and innovative rooms equipped with latest technology such as data projectors, flat screens, whiteboards and devices to stream videos etc.

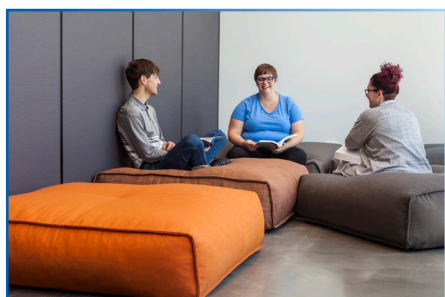


**Learning management system.** The learning management system (LMS) offered to our learners is a user-friendly and interactive platform, all learning material and formative activities are available via the LMS. You can view your textbook (in an e-book format), complete online learning, and view additional learning components using this system. Your class activities and presentations used during workshop lectures are downloadable too.

You will be able to navigate through the learning of the course week by week, and manage your work-load easily.



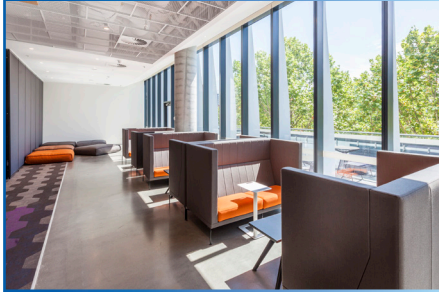
**Clinical Simulation Centre.** The simulated environment resembles an acute hospital and aged care facility. The facility includes small breakout rooms, which can be used for simulated meetings at a hospital ward or aged care facility. The Simulation Centre is fully equipped with modern equipment and technology which simulates and replicates conditions of health/clinical facilities. You can use machines and equipment related to health industry in your training and assessment activity as a simulated trainer and assessor. All learners in this course will have vocational competence within the health sector. This means you and your peers will be familiar with the facilities and equipment.







**Library.** Located on level one of ANMF building, the Branch Library offers a rich collection of resources to our ANMF (Vic Branch) members and students. Our online and print collection focuses on nursing practice and education, the history, development and future of the nursing profession and workplace issues relating to health care provision. The collection includes reports, books, e-books, full-text journals, multimedia and online databases.



**Computer Laboratory.** The library provides 10 PCs. The computers can be used for working on assessments, accessing online learning and conducting research. The facilities also include printing and scanning.



**Space.** The library offers both quiet spaces for individual study and the opportunity to work in groups. Presentation spaces are available including a room with a projector allowing you to practise presentations and work on group assignments. Wi-Fi allows you to work on your own device and charging facilities are available. Members and students can visit the library in person weekdays 8.45am-5pm.



**Resources.** Books can be borrowed for 14 days and e-books can be viewed online 24/7. All recommended resources for your studies are offered, as well as a wealth of other quality information. Specialist nursing and evidence-based practice databases are available that focus on nursing and medication information.

**Support.** A full-time Librarian and part-time Library Technician are available to help finding and evaluating information and can offer assistance with developing your research skills (including referencing). The library supports the education and continuing professional development of nurses through education and access to quality information. For queries and requests, please call 03) 9275 9391 or email [library@anmfvic.asn.au](mailto:library@anmfvic.asn.au)

# Educational and support services

Trainers and assessors will review individual training plans and language, literacy, and numeracy (LLN) assessments of learners to take note of any special needs that have been identified by or for individual learners.

Where necessary learners will be provided with additional learning support, this may include adjusted training and assessment approaches and/or adapted learning materials to assist learners so that they can successfully complete the course.

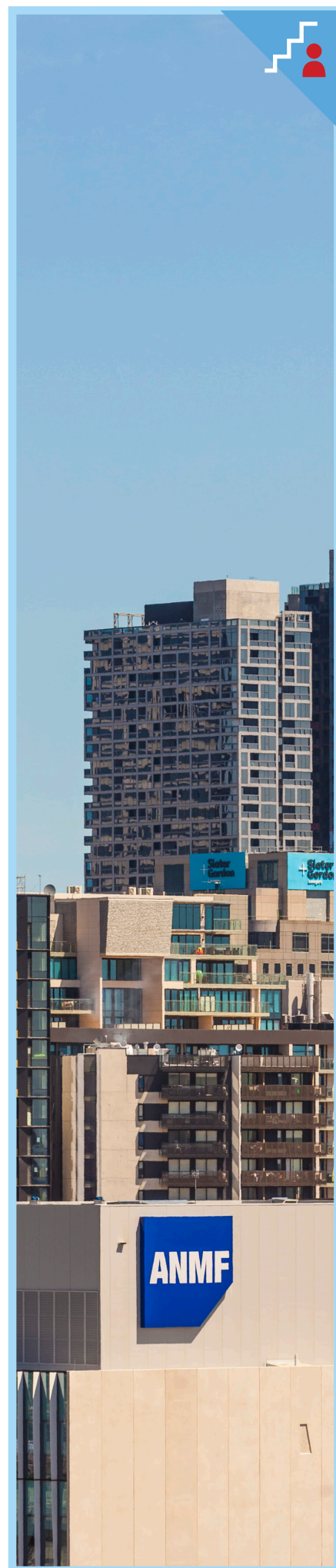
There are many education and support strategies in place to support you, these include but are not limited to:

- additional time to complete assessments
- the use of graphics to support learning materials
- access to additional reference material, learning activities or formative assessments.
- educational support workshops to improve computer and research skills
- support classes for language, literacy and numeracy (LLN) skills
- real-time trainer support (includes via electronic correspondence)
- face to face make-up sessions
- individual support sessions and additional practical hands-on experience
- reasonable adjustments made to assessments
- adaptable learning strategies, modes and materials
- assistive technology (e.g. text to speech software or video tutorials)

Please note, should an individual be identified as requiring support beyond the scope of ANMF (Vic Branch) Education Centre's trainers, assessors or the organisation, learners may seek the support of, or will be referred to, relevant external agencies or be transferred to another provider.

The student is normally liable for any costs incurred as a result of engaging an external agency with the exception of certain circumstances.

Learners are advised to inform trainers and/or ANMF staff if they have any medical conditions that may impact their participation in the course. Please ensure you notify us, so we can provide you with appropriate support and care you need.



## Independent support services

The Nursing and Midwifery Health Program Victoria (NMHPV) is a confidential service you can contact if you are in need of support. This service is designed and delivered by nurses for nurses and midwives. You can contact NMHPV on (03) 9415 7551 or email [admin@nmhp.org.au](mailto:admin@nmhp.org.au).

Alternatively, Healing Minds Psychology is another service provider who specialises in a range of areas, and provides a vast variety of support to all students and individuals. Please speak to an ANMF staff member if you'd like to know more information.

## Language, literacy and numeracy (LLN) support

ANMF (Vic Branch) Education Centre recognises that reading, writing, numeracy, oral communication, and learning are integral skills required for work and are an important component of training. The education centre is dedicated to ensuring fairness and equity in education, and where necessary refers learners on for customised assistance should gaps be identified in LLN skill requirements of the course.

Our ANMF librarian is a qualified LLN specialist practitioner, and runs a range of support workshops, where required to support LLN learners. The workshops are not limited to LLN, but also include improving research skills and digital literacy. Learners are provided more information on how to book for these workshops or individual sessions during their course orientation and induction.

If you would like to develop your Language Literacy or Numeracy skills or lack a little confidence in your abilities that may affect the requirements of learning, we encourage you to discuss your support needs with your trainer or an ANMF staff member. It is better to seek assistance as early as possible to ensure you don't fall behind in your work.

## Childcare

ANMF (Vic Branch) Education Centre does not provide child care facilities. City of Melbourne has a range of child care options - council and community-run centres, family day care, outside school hours and school holiday services. For further information on vacancies, fees and other services, please call City of Melbourne children's centre enquiries on (03) 9658 9044 or visit the website [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au).

## Student safety

The ANMF (Vic Branch) Education Centre is responsible for ensuring a safe environment for learners, staff and visitors. The organisation has processes and risk management strategies in place to ensure you are safe and secure when studying at our location.

A safe learning environment is created for our learners by having video surveillance in particular areas throughout the building, conducting periodic OHS audits of the building and its facilities, having emergency management plans, and educating staff on safe operating procedures.

There are accredited first aid, health and safety representatives and fire wardens in the event of an emergency, injury or dangerous or threatening situation. During your first day of class, your trainer will provide you with housekeeping information, and induct you on the safety requirements and relevant policies.



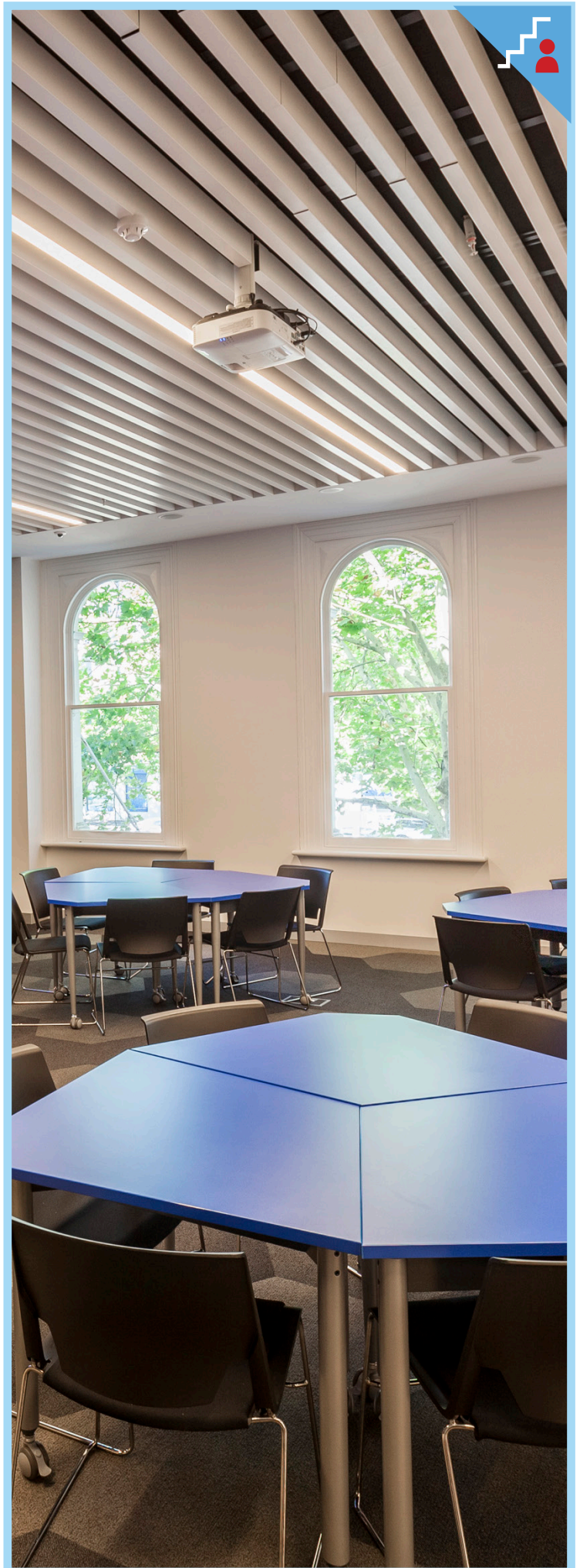
## Fire and evacuation procedure

In the event of a fire or other emergency requiring evacuation, a loud alarm will sound. In response, learners and staff are to prepare themselves and others for evacuation and wait for further instruction. Upon hearing the evacuation signal or when directed, all persons must vacate the building and make their way to the assigned assembly point. Evacuation plans have been displayed in prominent positions on all floors. You will receive further information during your orientation including the emergency assembly points. Please listen to your trainer and/or designated fire warden in the event of an emergency and follow their instructions.

## Accidents/first aid

First aid kits are located on all floors. First aid qualified staff will be available to assist you if required. You should be aware that medication such as panadol/paracetamol cannot be issued by ANMF staff members.

Accidents, injuries or near misses must be documented and reported as per occupational, health & safety (OHS) requirements to the Education Centre Manager, OHS representative or delegated officers. If you have any safety concerns you can discuss them with your trainer and/or an ANMF staff member.



# Training and assessment

## Frequently asked questions (FAQs)

### **What is the level of commitment involved?**

This course requires a high-level of time commitment, organisational skills and self-motivation, the course involves a lot of studying and course work. You will also be required to attend face-to-face workshops to successfully complete this course.

### **What do the workshops involved?**

The workshops dedicated to learning involve trainer-led lectures, including presentations, training delivery, role plays in the classroom and practice environment (also referred to as clinical simulation or simulated labs). You will undertake formative assessment activities to strengthen your learning and prepare you for your summative assessments.

You will receive ongoing feedback from your lead trainer to support your learning development and improvement. Workshops are initially trainer-led, which are followed by opportunities for the learner to practise.

At other times in a session, learner-led activities are scheduled, including group work and discussions. Trainers incorporate simple case studies and scenarios (including non-healthcare industries) to provide learners with a breadth of contexts to VET.

### **What does the online learning involved?**

You will receive instructions for your online learning, so you can build on learning through further reinforcement and augmentation activities before or after attending your face-to-face workshops. You will be able to access all your learning materials via the learning management system (LMS).

The online activities you will be required to complete comprise interactive learning elements, such as case studies, reflective practice, multiple choice tests, research, and drag and drop activities.

### **When is my orientation?**

Orientation is on the first day of class. You will receive an induction during the first half of the day where you will receive the following:

- individualised training plan
- agreed fee schedule
- course delivery plan
- course induction
- building tour (including library visit)
- introduction to ANMF education team

### **What does 'real vocational learner' and 'simulated learners' mean?**

The training and education training package endorsed by the Australian Government specifies the skills and knowledge required to perform effectively in the workplace.

The assessment requirements and conditions of this qualification require learners to demonstrate skills with real vocational learners and actual persons. As a participant of this course you will role play with enrolled learners within your group. These learners meet the definition of suitable real vocational learners and actual persons. You can also use learners from your workplace, if suitable.

### **What is the course attendance requirement?**

You are expected to attend at least 80% of sessions for each unit of competency. If you miss a workshop you will have the opportunity to catch-up on the session missed and receive additional trainer support if required. All learners are strongly advised to attend all face-to-face workshops and complete online learning to make satisfactory course progress.

During workshops you have the opportunity to learn from your peers through interactive activities and group discussions. You also have the opportunity to ask questions, and listen to

other learners' questions and trainer advice. Workshops dedicated to assessments have compulsory attendance, unless special consideration has been sought and approved.

### What should I do if I cannot attend a workshop?

If you cannot attend because of unforeseen circumstances such as medical reasons or workplace commitments, you should email the education centre at [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au) as soon as possible. You can contact your trainer directly about the reading and work covered during the workshop to help you keep up-to-date with your learning.

Please note unsatisfactory attendance may lead to cancellation of enrolment unless you have been granted special consideration and provided relevant supporting documentation, such as a medical certificate.

The education centre will consider your circumstances and best endeavour to organise additional learning support to get your back on track with your course progress.

### How can I apply for special consideration or request for an extension?

Complete a 'T07 Application for special consideration/request for extension' form available on the LMS. Please email your completed form with relevant supporting documentation to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au). Applications should be made at least 14 days prior to date of assessment /or submission deadline (with the exception of extenuating circumstances).

### What if I have completed previous study?

If you have completed relevant study in training and assessment, you may be eligible for Credit Transfer and/or Recognition of Prior Learning (RPL). Receiving credit or being granted RPL may reduce the time and costs required for you to achieve this qualification.

- Credit transfer is usually applicable for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

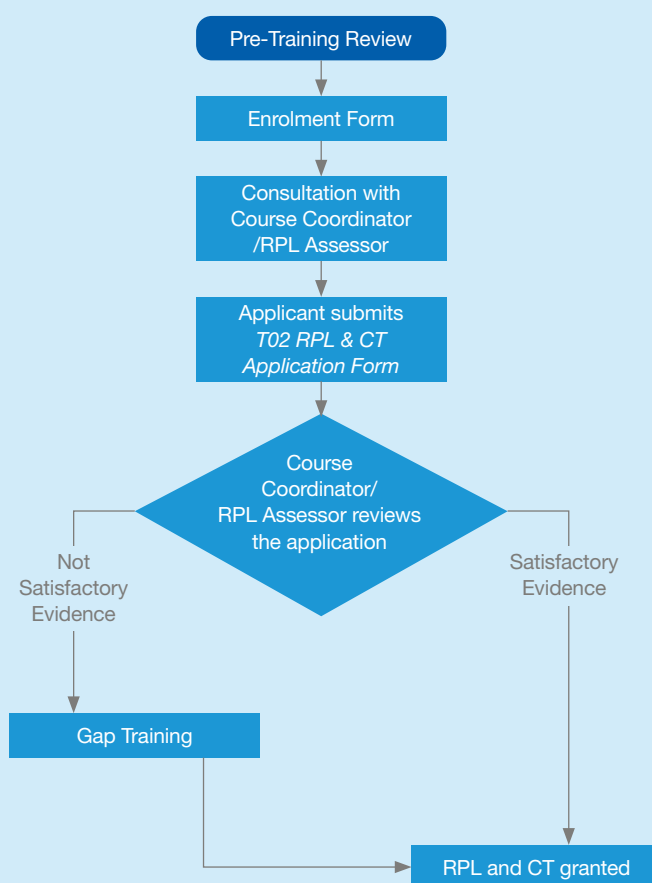
- RPL is an assessment process that involves assessment of your relevant prior learning (including formal, informal and non-formal learning) to determine credit outcomes.

You will need to discuss your prior learning with one of our trainers to determine whether you are eligible for credit or RPL.

This is dependent on your supporting evidence, which includes any accredited and non-accredited training you've completed and your individual circumstances.

You will have an opportunity to discuss credit and/or RPL opportunities during your enrolment process, and when completing your pre-training review.

## Quick reference guide to RPL / CT





## **What are the assessment requirements of this course?**

You will be required to complete multiple assessment tasks during the course. These are made up of a combination of assessment methods, which include:

- **Written tasks:** You will be required to undertake a variety of written exercises according to the competency requirement being assessed. Written responses may include short answer questions, or problem-solving exercises or questions that require critical thinking and research. You must demonstrate skills in research, information retrieval, wide reading, reflection, reasoned argument, logical planning, and clear written communication in completing your assessments. You may also be required to provide written explanations based on the documents you create and/or the case studies provided, this is so you can demonstrate you have developed the required knowledge.
- **Practical tasks:** You will be required to demonstrate skills within the classroom or simulated environment while being observed by your assessor. During your practical task, your assessor may undertake a competency conversation to seek your understanding and assess your underpinning knowledge.

## **How many attempts do I have for my assessments?**

If you receive an unsatisfactory result you will have the opportunity for reassessment.

There is no penalty applied for this resubmission. In accordance with the assessment policy, if a candidate is still deemed Not Satisfactory after a number of reasonable attempts to reassess, the matter will be referred to Support and Progress Committee for discussion and resolution.

## **What if I don't agree with my assessment outcome?**

If you don't agree with the outcome of your assessment and the result you've received,

you have the right to lodge an appeal against the assessment decision. Your appeal will be handled in accordance with the complaints and appeals policy.

## **What if I need support during my assessment?**

Every learner is invited to disclose whether they require adjustments to complete their course. You may require adjustments due to reasons that may include disability, medical condition or learning difficulty. You will be asked about your learning and support needs during enrolment, and the pre-training review, but in addition you are encouraged to request for support any time during your study. Personal information is handled with confidentiality and we seek this information only for the purposes of being able to offer support and arrange reasonable adjustments.

You will need to apply for reasonable adjustment by completing the 'Request for reasonable adjustment' form available on the LMS. Email your completed form along with supporting documentation to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au)

You will be contacted within 10 working days to discuss your request.

ANMF (Vic Branch) Education Centre will make best efforts to make reasonable adjustments to our existing processes, environment and practices to suit your individual needs.

Examples of reasonable adjustments include providing:

- accessible class rooms
- course material in alternate formats (e.g. large print or hardcopy)
- use of laptop for assessments
- extra time or extensions for assessments
- alternate assessment tasks
- use of assistive technology
- other adjustments (as available and deemed appropriate)

### How can I lodge an appeal or complaint?

Complete Application for Complaints and appeals form available on the LMS or ANMF website. Please email your completed form with relevant supporting documentation to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au). You will receive an outcome in writing within 10 days of submitting your application.

### How can I defer my course?

This course does not allow for deferrals, however you can withdraw from your course and re-enrol at a later date with a new group. Please note additional charges may apply.

### How can I withdraw my course?

Complete Withdrawal form available on the LMS. Please email your completed form with relevant supporting documentation (if applicable) to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au). Please note you will be required to return any textbooks that you have borrowed from the library following your withdrawal.

### What do I need to know about cheating and/or plagiarism?

Cheating and plagiarism is a breach of the student code of conduct and academic misconduct policies. Please note there are no group or collaborative assessments in this course.

All assessments are to be completed independently and must reflect your workplace requirements and therefore show originality. Concerns with originality of assessments may lead to a Not Satisfactory result.

Cheating includes but is not limited to:

- collaboration in the preparation of assessment work
- submission of others' work
- submission of work which has been stolen, purchased or borrowed
- use of unauthorised material including textbooks, notes or electronic devices during an examination
- submission of the same work completed across other similar units.

Plagiarism is defined as taking and using another person's ideas or work without acknowledgement.

Plagiarism includes but is not limited to:

- word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes, DVDs or the internet, without clearly indicating the origin of the material used
- using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
- use of another person's ideas, work or research data without acknowledgement
- copying computer files without clearly indicating their origin.

If you require any assistance on how to include accurate citations and references or would like to learn more about cheating and/or plagiarism prevention strategies please talk to your trainer or visit our friendly library staff.

### How do I submit my assessments?

All assessments are submitted in PDF format via the ANMF Education Portal (ep).

You must ensure your assessment is submitted by the required due date.

You will be provided with instructions on how to use the Education Portal once you are fully enrolled into a course.



# ANMF Student Services





# Completion



## AQF certification documentation

ANMF (Vic Branch) Education Centre will issue AQF (Australian Qualifications Framework) certification documentation to you only once you have been assessed as meeting the requirements of the qualification as specified in the latest training and education training package.

On award of the qualification, you will be issued an official testamur and record of results. If you have successfully completed the assessment requirements for one or more nationally recognised units of competency, you will be entitled to receive a statement of attainment listing all competencies you have achieved.

Please note ANMF (Vic Branch) Education Centre reserves the right to withhold your AQF certification documentation if you have:

- not paid your agreed fees owed and/or
- not provided a verified USI (Unique Student Identifier).

### Timeframe

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the qualification at the end of the course (or successfully completing their final assessment), or exiting the course (provided all agreed fees the learner owes have been paid).

## Quality assurance

### Our commitment

ANMF (Vic Branch) Education Centre is aware of the needs of our members and we have a strong interest in ensuring the needs of the healthcare industry are understood and met, including the training requirements of nurses, midwives and personal care workers.

We utilise a range of quality assurance and risk management strategies to ensure we deliver quality and relevant education to our learners, which will benefit their communities, workplaces and industries.

A key process is collecting feedback from our stakeholders. We seek feedback on industry needs, trends and practices by engaging with industry and specialists in the sector.

We also conduct systematic quality reviews and validation of our assessment system which is an integral part of our processes used to maintain high quality courses.

### Feedback

During our quality review and validation sessions, we analyse and review completed assessments, and the feedback collected from our learners and education and administrative staff. Industry representatives and employers of our graduates are also surveyed. The results are valuable to our continuous improvement process, and inform best practice and innovation.

During your studies with us, you will receive feedback forms at discrete points of the course, and although voluntary, we strongly encourage you to provide your honest feedback about your learning experience. Your feedback is not linked to your enrolment records, and so is anonymous.

You will receive an easy to complete online survey at the completion of each learning block and assessment cluster.

In addition to these feedback forms, you will be requested to also complete the Australian Quality Training Framework (AQTF) survey, this is completed once every calendar year. The survey results are tabulated and sent to the VET regulator for quality monitoring purposes. We use all the feedback received to improve our training and assessment services for current and future learners.

You can provide suggestions and/or feedback at any time during the course to ensure you receive training, assessment and support services that meet your individual needs.

Feedback and suggestions are reviewed, analysed and acted upon in accordance with continuous improvement policy.

### **Training packages**

From time to time the Australian government may update the training package to ensure nationally recognised training is relevant and in line with industry and legislative requirements. This means the qualification you are studying will be superseded by the latest version.

There are transition and teach-out arrangements required in these circumstances.

Regulatory standards prescribe the teach-out and transition period for each qualification. If this occurs during your study, the education centre will ensure you are taught-out within the allowed timeframe or if you are eligible, you may be transferred to study the latest version of the qualification.

# “Educating health professionals of the future”

## **ANMF (Vic Branch) Education Centre**

ABN No 17 169 548 707

Registered Training Organisation (RTO 22609)

Mezzanine, Levels 1 and 2

535 Elizabeth Street, Melbourne

Mail: Box 12600 A'Beckett Street Post Office,  
Melbourne VIC 8006

Email: [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au)

Phone: 03 9275 9363

[anmfvic.asn.au/coursecalendar](http://anmfvic.asn.au/coursecalendar)

[cpd.anmfvic.asn.au](http://cpd.anmfvic.asn.au)





